

Student Enrolment Information

Overview

The Plumbing Industry Climate Action Centre (PICAC) is a unique industry led training organization. PICAC is a partnership supported by the Plumbing and Pipe Trades Employees Union (PPTU), Master Plumbers and Mechanical Services Association of Australia (MPMSAA), Master Plumbers Association of Queensland (MPAQ), National Fire Industry Association of Australia (NFIA) and the Air Conditioning and Mechanical Contractors Association (AMCA).

Since its establishment in 2009, PICAC has been dedicated to delivering high-quality vocational education and training (VET) to meet the evolving needs of the plumbing and fire protection industries. Our programs span the full career pathway, from apprenticeship training to advanced post-trade qualifications – equipping learners with the skills needed to thrive in a rapidly changing industry.

Across our campuses in Victoria, Queensland, and New South Wales, PICAC provides state-of-the-art training facilities that reflect current and emerging industry standards. These facilities offer safe, modern, and practical learning environments designed to drive innovation, support new technologies, and prepare the workforce for the future of the plumbing and fire protection sectors.

PICAC provides shared service support to the group, including facilities, administration, finance, HR, student support, and training services, through four Registered Training Organizations (RTOs):

- Plumbing Industry Climate Action Centre (PICAC) – RTO ID 22556
- CEPUTEC – RTO ID 4612
- Fire Industry Training Pty Ltd – RTO ID 22101
- The Service Trades College Australia – RTO ID 31239

All four RTOs under PICAC use the same policies and procedures. For students, this means:

- Same rules everywhere: No matter which PICAC RTO you study with, the rules and expectations are the same.
- Same quality: You will get the same level of training, assessment, and support across all RTOs.
- Fair treatment: Every student is treated fairly and equally.
- Clear and simple: One set of policies avoids confusion and makes things easier to follow.
- Trusted by industry: Policies meet national training standards, so your qualification is recognized and respected.
- Privacy protected: Your personal information and student records are managed under strict privacy and data protection requirements by the RTO in which you are enrolled, in compliance with relevant legislation.
- Certificates and awards: Qualifications and Statements of Attainment are issued by the RTO where you are enrolled. Students who successfully complete their course requirements will be awarded a nationally recognized qualification from their enrolling RTO.

All references to PICAC in this policy and procedure documentation include these four RTOs. Unless otherwise stated, any mention of PICAC should be understood to apply to all of them equally and you can expect the same high training standards and support.



Your Journey Starts Here: Enrol at PICAC

At PICAC, we're excited to welcome you into a training journey that builds skills, confidence, and career opportunities. Our enrolment process is designed to be simple, supportive, and transparent — so you can focus on achieving your goals. Here's how you can get started.

Step 1 – Explore Your Options

Start by browsing our website to see the range of courses on offer.

If you'd like personal guidance, speak to one of our friendly representatives by phone or email — we'll help you choose the course that fits your goals.

Once you're interested in a specific course, we'll send you a Course Information Pack with details about:

- Career pathways
- Entry requirements
- Fees, concessions, and instalment options
- Refund and cancellation policy
- Support services available

Step 2 – Chat With Us (Pre-Training Review)

We'll sit down with you for a Pre-Training Review (PTR) to make sure your course is the perfect fit.

This is where we:

- Explore your goals and training needs
- Do a quick LLND (Language, Literacy, Numeracy & Digital) skills check
- Talk about any support you might need
- Involve a parent/guardian if you're under 18

Need Support?

If you'd like to talk one of our staff, Please contact us at:

Phone (all): 1300 222 727 (national)

E-mail: info@picac.edu.au

We're here to help you succeed every step of the way.